

EQUIPMENT MAINTENANCE MANAGEMENT PROGRAM
CONTRACT NO. 406092
EFFECTIVE: 07/01/05 – 06/30/08
T-NUMBER 92303

WHAT ARE THE CONTRACT REQUIREMENTS?

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WHO DO WE CONTACT?

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At Office of State Purchasing?
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What commodity numbers should be used on this contract?
How do I figure the new discounted price for equipment on Contract No. 404894?
Are instructions available?
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How are invoices and payments paid?
Who do I call if I need order assistance?

Scope and Objective of Contract

The purpose of this non-mandatory use, convenience contract is to establish a comprehensive equipment maintenance management program to be utilized statewide by state agencies effective 07/01/05 through 06/30/08.

The objective of the program is to provide for a single source contact for the entire service delivery process, from dispatch to the service provider, management of the program, to invoice processing and payment by the successful contractor to its service providers.

Provide an alternative way to control equipment repair and maintenance costs under one comprehensive protection plan.

Improve the timeliness of equipment repairs.

Outsource operational functions to save time and costs in administration of such program.

Provide management control services consisting of reports listing detailed records indicating corrective and preventative maintenance claims which will assist us in tracking and evaluating the program's overall cost effectiveness.

Reduce equipment downtime.

Contract Coverage

Equipment's value must exceed an original acquisition cost of \$500.00 and be current on all preventative maintenance at the time of adding equipment to program.

Coverage shall include all preventative maintenance, corrective repairs, parts, labor (including overtime and holidays), travel, coverage on the equipment recommended by the Original Equipment Manufacturer (OEM), and to keep the covered equipment in good and working order during the term of this contract, without any deductibles, or added cost to the state on a 24 hour/ 7 day a week basis.

Radiology Equipment is now covered.

Coverage includes damage repairs to covered equipment caused by power surges, air-conditioning failures or human negligence. Repairs to agency's air conditioning system are not covered under this contract.

Preventative Maintenance: Agencies should contact and request Specialty Underwriters to schedule a specific date and time for performance of preventative maintenance. Agencies should assure that preventative maintenance calls are being completed as requested.

Equipment Loaner: Contractor may be required to furnish a loaner of similar make and model of covered program equipment at no additional expense to the state, if maintenance or corrective repairs cannot be made within three (3) working days from the reporting of needed services or repair.

Technical Assistance: Technical assistance, advice on repairs, parts and service providers to be provided by the successful contractor. Response time must be within one (1) hour of agency notification to vendor of equipment malfunction with problem resolution (i.e., repair call made – expected arrival). Successful contractor will be notified by requesting state agency when service or

repair is needed. See service hours below for more details on specialized equipment requirements on dispatching and repair technicians.

Replacement Parts: Any replacement of parts must be made with equal to or better than OEM components with adherence to technology standards. Any permanent replacements of parts must be warranted for 90 days.

Contract Exclusions

Consumables and any standard exclusions which are outlined in existing OEM or Independent Service Provider preventative/corrective maintenance agreements. The state reserves the right to procure excluded consumables, software and/or specified equipment exclusions and have them readily available for service provider. If excluded consumables are provided by the service provider, pricing for excluded consumables shall not exceed the manufacturer's then current list price. The respective contract discount will be applied to the maintenance only and the estimated cost for annual consumables will be added into the annual discounted maintenance. This is an option and not required. If an agency chooses this option and exceeds the estimated quoted amount for consumables, they should acquire the additional supplies needed in accordance with the Small Purchase Executive Order.

Software Maintenance

Equipment's value must exceed an original acquisition cost of \$500.00 to be considered for coverage under this equipment maintenance management program.

Mission Critical Equipment can be continued to be handled in accordance with LAC 34: I Chapter 55, Section 5507.

(See Excluded Contract/Equipment List for details)
(See Covered Equipment List for details.)

Contract Discounts and Equipment Categories

Line item 00001: Commodity number 938-56-119121

****Categories:** general office, computers and electronic equipment - **32% Discount**

****Categories:** medical, hospital and testing equipment --- including Radiology Equipment - **25% Discount**

******* A detailed list of all equipment covered must be attached to purchase order. *******

*******The contract percent discount will be applied against your current corrective/preventative maintenance agreement or from a quote obtained from an independent or original equipment maintenance service provider, whichever is lower. Current purchase order or vendor reports may be used for equipment covered on existing contract no. 404894 expiring 06/30/05.

The contract discount shall represent an annual cost to be prorated monthly for the number of coverage months in the program.

See Equipment Lists below.

EQUIPMENT COVERED BY THE PROGRAM
32% DISCOUNT

General Office, Computers and Electronic Equipment

COMMUNICATION EQUIPMENT

Audio/Visual Systems
Emergency Systems (911)
Overhead Paging Systems / Intercom Systems
Radio Equipment
Switchboards
Telephone & Voice Mail Systems
Video Conference Equipment

DATA PROCESSING EQUIPMENT

Bridges
Controllers
Hubs
Multiplexors
PCs & Peripherals
Printers
Routers
Scanners
Servers
Tape Drives

FACILITIES EQUIPMENT

Clothes Washers & Dryers
Electronic Signs
Electrical & Electronic:

- Food Preparation Equipment
- Housekeeping Equipment
- Pool Equipment

GENERAL EQUIPMENT

Bar Code Readers
Microfilm Processors and Viewers
Industrial Scales
Transcribers
Video Equipment
Voting Machines
Water Meter Readers

POSTAGE & MAILING EQUIPMENT

Inserters
Labelers
Machines (not system)
Openers
Scales
Stackers

OFFICE EQUIPMENT

Binders
Burstors
CAD/CAM Systems
Calculators
Card Readers
Cash Registers
Check Signers
Coin Sorters
Coin Sorters/Packagers
Computer Systems
Copiers
Currency Counters
Dictation Equipment
Electric Rotary Files
Electrical & Electronic Print Equipment
Electrical & Electronic Press Equipment
Electronic Typewriters
Embossers
Facsimile Machines
Folders
ID Card Systems
Laminators
Microfilm Reader/Printers
Microfilmers
Retail Scanners
Shredders
Time Clocks
Uninterrupted Power Supply/Transient Voltage
Protection Systems

SECURITY EQUIPMENT

Alarm Systems
Card Access Systems
CCTV Systems
Electronic Gates/Doors
Electronic Library Security Systems
Metal Detectors
Outdoor Emergency Sirens
Police Alarms
Premise Alarms
Vaults and Safes

EQUIPMENT COVERED BY THE PROGRAM
25% DISCOUNT

General Medical, Hospital, Laboratory and Testing Equipment

CARDIOLOGY/STRESS TEST/ICU, CCU, EKG

Ambulance Medical Equipment
Arrhythmia Computers
Cardiac Output Computers
Healthcare/Cardiac Cath Systems
Intra Aortic Balloon Pumps
Monitoring Systems
Patient Data Management
Stress Test Systems
Telemetry Systems

FUNCTION LABS/RESPIRATORY THERAPY

Blood Gas Analyzers
Co-Oximeters
Sleep Labs
Tomometers
Plethysmographs
Pulmonary Function Systems

CLINICAL / R&D LAB

Blood Gas
Cell Washers

RADIOLOGY EQUIPMENT

CT Scanners
Magnetic Resonance Imagers (MRI)
X-Ray Units
Ultrasounds

NUCLEAR MEDICINE EQUIPMENT

Dose Calibrators
Gamma Cameras
Gamma Counters

SURGICAL EQUIPMENT

Lasers
Microscopes
Phaco Emulsifiers
Physiological Monitoring Systems

LABORATORY EQUIPMENT

Blood Culture Units
Blood Gas Analyzers
Breathalyzers
Cell Savers
Cell Washers
Centrifuges
Chemistry Analyzers
Chromatography Equipment
Co-Oximeters
Coagulation Analyzers
Computers
Densitometers
DNA Analyzers
DNA Synthesizers
Electrolyte Analyzers
Electron Microscopes
Electrophoresis Equipment
Gamma Counters
Hematology Analyzers
Immunoassay Analyzers
Microbiology Analyzers
Microscopes
Microtomes/Cryostats
Ria Systems
Scales/Balances
Spectrophotometers
Tissue Analyzers

EXCLUDED CONTRACT AND EQUIPMENT TYPES

CONTRACT TYPES NOT INCLUDED

A)	ITEM	DESCRIPTION
	1	CERTIFICATION/VALIDATION/VERIFICATION
	2	CONSUMABLES
	3	ENVIRONMENTAL TESTING
	4	LEASES
	5	MONITORING
	6	PM ONLY CONTRACTS
	7	RENTALS
	8	SOFTWARE

EQUIPMENT TYPES NOT INCLUDED

B)	ITEM	DESCRIPTION
	1	ANESTHESIA MACHINES
	2	BUILDINGS AND EQUIPMENT INHERENTLY PART OF A BUILDING
	3	ELEVATORS
	4	* FIBER OPTIC SURGICAL SCOPES
	5	** HEALTHCARE FILM PROCESSORS AND VIEWERS (NON-MICROFILM)
	6	FIRE DETECTION, PREVENTION & SPRINKLER
	8	FUMES HOODS
	9	GENERATORS
	10	HVAC
	11	LINEAR ACCELERATORS
	12	MEDIA INJECTORS
	13	* OR LIGHTS & TABLES
	14	RADIOSURGICAL / RADIOTHERAPY SYSTEMS
	15	STERILIZERS
	16	* SURGICAL INSTRUMENTS
	17	* VENTILATORS
	18	WATER TREATMENT/RO SYSTEMS

NOTE:

* OVERHAULS ARE EXCLUDED UNDER THE SU PROGRAMS

** MICROFILM PROCESSORS AND VIEWERS ARE ELIGIBLE AND COVERED. WE HAVE UPDATED THIS ON THE REVISED 001 LIST.

Service Hours: Vendor to have staff available during core working hours of 8:00 a.m. through 5:00 p.m., Monday through Friday to receive service calls and dispatch service provider to perform service and handle all necessary paperwork between its company and the service provider. If required, 24 hour/7 days a week maintenance is provided.

Service Provider Selection: State agencies shall have input in the selection of maintenance repair service providers. Service provider to be a certified technician on any identified agency equipment requiring specialized service. Agency is to identify certifications at time of addition request.

Audit Reporting: It is the responsibility of the requesting state agency to maintain all records for future audit purposes. This will include any correspondence or documentation from agency or vendor on equipment added, deleted, or denied coverage by the vendor.

Adding Equipment to Program

Required Information Needed from Requesting State Agency: Prior to adding equipment to the program the following information must be provided to vendor:

- ___ List of equipment to be added to the program
- ___ Description of Equipment – name, manufacturer, model no.
- ___ Equipment's physical location (address, room number, etc.)
- ___ Identification numbers (serial number and state property tag)
- ___ Purchase date, if available
- ___ Date on which the equipment was placed on a service contract
- ___ Expiration date of Manufacturer's warranty
- ___ Requested start date of coverage on equipment
- ___ Copies of either current or recent OEM or independent service provider preventative/corrective maintenance agreement and applicable contract details, **whichever is lowest** must be provided by agency to vendor. Current purchase order or vendor reports may be used for equipment covered on existing contract no. 404894 expiring 06/30/05.
- ___ Identify if special needs are required on specific equipment such as; certified technician is required, sole source service provider, etc.

Vendor must provide the following information prior to addition approval:

The vendor must provide to the requesting state agency a breakdown of cost per piece of equipment being added to the program at the time of addition approval to program. This cost analysis will be used in cases of future deletions of said equipment from this program during the contract term.

Vendor will provide quarterly reporting on covered equipment or upon request by state agency. **See Vendor Reporting below.**

If your equipment is currently or was recently covered under an OEM or independent service provider preventative and corrective maintenance agreement:

After gathering your equipment documentation as outlined above, contact Greg Buhr, Product Specialist for new customers, and Nikki Latona, Account Services Representative for existing customers, at 1-800-558-9910 to begin the addition process.

Vendor will have up to 30 days to assess the condition and acceptability of equipment to be added.

If acceptable, vendor is to provide requesting state agency a listing of cost associated with each piece of equipment being added to the program. This will be referred to for future reference in case any equipment listed is deleted from the program prior to the end of the contract term. A mutually agreed upon start date to begin service should be determined, and the requesting agency will issue a contract change order to existing equipment purchase order, or elect to issue a new contract release order. If service does not begin on the 1st of the month, 1st month will be prorated accordingly.

Service is to be provided upon effective date of change through the remainder of the contract term or end date of purchase order, whichever applies.

Current purchase order or vendor reports may be used for equipment covered on existing contract no. 404894 expiring 06/30/05.

If equipment is coming off its warranty period and a preventative/corrective maintenance agreement is now needed?

Any equipment coming off of warranty can be added to the program, and depending on the equipment, the successful contractor may be asked to provide coverage for equipment with the original manufacturer of the equipment. A quote to provide full service preventative/corrective equipment maintenance must be obtained by the requesting agency from either the current company providing service under warranty or an independent service provider, **whichever is lowest**. Quote to be given to the successful contractor, along with other required equipment documentation referenced above.

After gathering your equipment documentation as outlined above, contact Greg Buhr, Product Specialist for new customers, and Nikki Latona, Account Services Representative for existing customers, at 1-800-558-9910 to begin the addition process.

If equipment is not currently being serviced through a preventative and corrective maintenance agreement (i.e., equipment is currently being handled on a time and material basis)?

If after evaluating cost effectiveness of adding equipment to program, a quote to provide full service preventative/corrective equipment maintenance must be obtained by requesting agency from either the current company providing service on a time and material basis or quote from an independent service provider, **whichever is lowest**, copy of which is to be provided to the successful contractor. After gathering your equipment documentation as outlined above, contact Greg Buhr, Product Specialist for new customers, and Nikki Latona, Account Services Representative for existing customers, at 1-800-558-9910 to begin the addition process.

Deleting Equipment from Program

The requesting state agency reserves the right to remove any piece of equipment from the program during the contract period by order change process. The deletion will take effect when requesting agency has provided the successful contractor with thirty (30) days written notice of deletion request.

A listing of the equipment to be deleted, location and description of the equipment, equipment identification number and implementation date for deletion of coverage, and the monthly cost of equipment being deleted which was designated at the time of addition to program by the vendor (**See Addition of Equipment to Program above**) must be provided to the vendor.

After gathering the required equipment documentation as outlined above, process written request for deletion to vendor. Contact Nikki Latona, Account Services Representative, at 1-800-558-9910 to begin the deletion addition process.

The decreased cost will be prorated over the remaining coverage months in the program. If the effective date of deletion does not begin on the 1st of the month, the 1st month decrease will be prorated.

Upon determination of effective date and amount of decrease, the requesting agency will issue a contract change order, reducing the coverage months remaining in the program. Service on identified equipment will cease on the mutually agreed upon deletion date.

Cancellation Clause:

The State of Louisiana, Office of State Purchasing reserves the right to cancel this contract in its entirety with 30 written notice WITHOUT CAUSE. This cancellation can be given by either party.

Changes to Equipment in Program

The successful contractor must be advised of any changes relative to any equipment added to program (i.e. change in location, correction on serial number, model numbers, description of equipment, etc.).

If warranted, a change order will be issued by the requesting agency correcting equipment listing, etc.

After gathering your equipment documentation as outlined above, contact Nikki Latona, Account Services Representative for existing customers, at 1-800-558-9910 to report identified changes to covered equipment.

Invoice and Payments

Successful contractor will invoice the requesting state agency IN ARREARS monthly for services rendered. Invoice to denote contract line, equipment type and serial number of equipment serviced during the billing cycle.

All contractual arrangements and payments to the service providers shall be the responsibility of the successful contractor. Payment to service providers shall be made within 30 days of service being performed or within a mutually agreed upon payment term arrangements made between the successful contractor and its service providers. All payments and scheduling of service shall be the responsibility of the successful contractor.

Percentage discount awarded shall remain firm during the entire contract term.

Sole Source Service Provider: In the event a sole source service provider refuses to contract with the third party successful contract vendor, the State of Louisiana reserves the right to either remove said equipment from the contract or issue a purchase order to service provider, and submit service provider's invoice to successful contractor for payment. This arrangement must be mutually agreed upon by the agency and successful contractor, and written request for deviation from contract must be submitted to the Office of State Purchasing for review and approval prior to services being performed.

Vendor Reporting

Quarterly reporting will be provided by the successful contractor on your equipment being serviced under this maintenance management program, or upon request.

Reporting to include, but not be limited to, the following details:

Detailed list of any repairs or maintenance performed on equipment, per serial number, per location, by state agency. Records of maintenance and repair cost will be maintained by the successful contractor in sufficient detail to determine repair and maintenance history individually and in aggregate for all covered equipment.

Vendor shall provide up-to-date information regarding equipment performance from beginning of this contract through current request.

Quarterly reporting from the vendor to the Office of State Purchasing is required, and must include, justification for denials of equipment additions to the program, by department, per piece of equipment.

Contact Nikki Latona, Account Services Representative at 1-800-558-9910 Email: NLATONA@SU-GROUP.com to obtain your detailed reporting on your agency's covered equipment.

CONTRACT CONTACT PERSONS

To get started with the program, contact:

GREG BUHR, Product Specialist for new customers
Email: GBUHR@SU-GROUP.com
Toll-free telephone number: 1-800-558-9910

For equipment additions, deletions or changes to program, for existing customers, contact:

NIKKI LATONA, Account Services Representative for existing customers
Email: NLATONA@SU-GROUP.com
Toll-free telephone number: 1-800-558-9910

Your single point of contact for reporting and tracking preventative and/or corrective service, assistance with service issues with service providers performing service on covered equipment on behalf of the successful contractor, contact:

NIKKI LATONA, Account Services Representative for existing customers
Email: NLATONA@SU-GROUP.com
Toll-free telephone number: 1-800-558-9910

For assistance from the Office of State Purchasing, contact:

Tammy Grant, CPPB, State Purchasing Officer
Email: tammy.grant@la.gov
Telephone number: (225) 342-8038

AGPS Ordering Instructions
Equipment Maintenance Management Program
Contract Number 406092

Contract is a one (1) line item contract, with no itemization in ISIS. The vendor number to be used on this contract is 39191573700 (Specialty Underwriters LLC).

Line item 00001: Commodity number 938-56-119121

****Categories:** general office, computers and electronic equipment - **32% Discount**

****Categories:** medical, hospital and testing equipment --- including Radiology Equipment - **25% Discount**

******* A detailed list of all equipment covered must be attached to purchase order. *******

******* The contract percent discount will be applied against your current corrective/preventative maintenance agreement or from a quote obtained from an independent or original equipment maintenance service provider, whichever is lower.

Current purchase order or vendor reports may be used for equipment covered on existing contract no. 404894 expiring 06/30/05.

The contract discount shall represent an annual cost to be prorated monthly for the number of coverage months in the program.

To figure the new discounted price for equipment on contract #404894

If original OEM quote is not available, the following formula will be applied to the purchase order or current vendor reports to determine original quote amount.

Annual amount ÷ .73 = original quoted amount

The system **WILL NOT calculate your contract discounts so you must enter the quoted discounted monthly amount provided by the contract vendor.**

Required fields when creating an order in AGPS:

VENDOR: Input Vendor Number 39191573700

COMM: Input 938-56-119121

QTY: Input line quantity - # of months in program

U/M: Input MO (monthly)

CAT#/IND: Input current/recent monthly cost or quote prior to contract discount

(This is a required field, but will not print on order)

CAT\$: Input monthly price quoted from contract vendor.

DESC1/DESC2: A brief description of total order or input "see attached equipment list"

KONT-KLIN: KONT: 406092 KLIN: 00001

The system will automatically populate the "Price" field.

A detailed list of equipment must be attached to purchase order.